



Policy – Outsourcing and Cloud-Based File Sharing

Version 3.3

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Outsourcing and Cloud-Based File Sharing Policy

Outsourcing Cloud-Based File Sharing Management Standard

Overview

Outsourcing and Cloud-Based File Sharing do not remove the enterprise’s requirement to manage the process or the data. Even a comprehensive outsourcing and cloud-based file sharing arrangement require Service Level Agreement (SLA) monitoring and redefinition, as well as strategic management and other retained functions.

Standard

Service Level Agreements (SLA)

The SLA is the central instrument for managing an outsourced function. The Information Technology force the contract terms if an SLA is not being followed. Reviewing SLAs in order to take into account

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Responsibilities

The Help Desk Staff is critical to maintaining high service levels. It will ensure that the help desk staff is trained to identify whether a problem lies with IT or a particular vendor. In a multi-vendor environment, this task becomes even more critical if one is to avoid a constant reassignment of the problem.

In the case of file sharing, the Help Desk Staff should be able to manage and diagnose issues associated with this technology. At the same time, they should be versed in reviewing logs and diagnostics of the vendors who provide the service.


¹ The web site <https://www.e-janco.com> has a tool kit and sample metrics that can be used for this

Security, Disaster Recovery, Business Continuity, Records Retention and Compliance

ENTERPRISE maintains the primary responsibility for all the data and processes that are outsourced and placed in the cloud via a file sharing process. It is for this reason that this policy needs to be followed.

All the other supporting infrastructure policies need to be followed. This includes but is not limited to the following:

Disaster recovery and business continuity



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communication and records

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Sensitive information

Social networking

Telecommuting

Text messaging

Travel and off-site meetings

Outsourcing Policy

Policy Statement

The enterprise will consider the outsourcing and Cloud-Based File Sharing of parts of its Information Technology (IT) function if such an arrangement could provide savings and true added value. These decisions will not be made without a formal "base case" analysis that demonstrates the cost-effectiveness of the outsourcing and cloud-based file sharing solution. Outsourcing and cloud-based file sharing contracts will be finite and will hold the Vendor to a Service Level Agreement (SLA). SLAs will contain clear penalties associated with failure to meet minimum service levels.

Goal

The goal of outsourcing and cloud-based file sharing is to seek areas in which and vendor's convenience and economies of scale are able to streamline IT's operations, add value, and allow the enterprise to concentrate its efforts on core competencies.

Cloud-Based File Sharing

With the increased use of mobile devices, cloud-based file sharing becomes a form of outsourcing. With that, some specific rules need to be followed.

Here are four key security considerations as you explore the cloud-based file sharing

- **Encryption** - All cloud-based services selected need to encrypt data while it travels through the Internet and sits in its data centers. They also must have vital security systems to keep hackers because tablets and person, check the steps a employees' devices. For others let you remotely wipe cached files.
- **Audit trails** – the selected service needs to keep detailed logs of which employees downloaded, uploaded and shared which files with whom and when. The information provides better visibility into the company's operations. In addition, if there is a security breach, it can help in the discovery process.
- **Subpoena protection** - Documents stored with a cloud provider can be subpoenaed by the government and other parties and may be turned over without your consent.

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Risk Assessment

Management shall nominate a suitable owner for each business function/process outsourced. The owner, with help from the local Information Risk Management Team, shall assess the risks before the function/process is outsourced, using ENTERPRISE's standard risk assessment processes.

In relation to outsourcing, specifically, the risk assessment shall take due account of the:

- ✚ Nature of logical and physical access to ENTERPRISE information assets and facilities required by the outsourcer to fulfill the contract;
- ✚ Sensitivity, volume and value of any information assets involved;
- ✚ Commercial risks such as the possibility of the outsourcer's business failing completely, or of them failing to meet agreed service levels or providing services to ENTERPRISE's competitors where this might create conflicts of interest; *and*
- ✚ Security and commercial controls are known to be currently employed by ENTERPRISE and/or by the outsourcer.

The result of the risk assessment shall be presented to management for approval prior to signing the outsourcing contract. Management shall decide if ENTERPRISE will benefit overall by outsourcing the function to the outsourcer, considering both the commercial and information security aspects. If the risks involved are high and the commercial benefits are marginal (e.g. if the controls necessary to manage the risks are too costly), the function shall not be outsourced.



Outsourcing and Cloud-Based File Sharing Policy

Outsourcing and Cloud Security Compliance Agreement

Employee Name _____ ID Number _____

Job Title _____ Location _____

I hereby certify that I have reviewed ENTERPRISE’s Outsourcing and Cloud Security Policy and understand the policy, its standards, and procedures contained therein.

- I hereby certify that I understand the policy and its standards, and procedures contained therein.
- I understand that the policy and its standards, and procedures contained therein apply to all employees and its contractors.
- By signing this form, I affirm my willingness to abide by ENTERPRISE’s outsourcing policies, procedures, and guidelines.

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By signing this form, I affirm my willingness to abide by ENTERPRISE’s outsourcing policies, procedures, and guidelines.

Signature _____

Date [Click here to enter a date.](#)

Printed Name _____


Position Title _____

Company Name _____

Email Address _____

Phone Number _____

Top 10 Cloud and Outsourcing SLA Best Practices

1. **Define SLA roles and responsibilities for the enterprise and cloud providers.** These definitions should include, the persons responsible for oversight of the contract, audit, performance management, maintenance, and security.
2. **Define key terms.** Include definitions for dates and performance. Define the performance measures of the cloud service, including who is responsible for measuring performance. These measures would include the availability of the cloud service; the number of users that can access the cloud at any given time; and the response time for processing a customer transaction.
3. **Define specific identifiable metrics for performance by the cloud provider.** Include who is responsible for measuring performance. Examples of such measures would include: SLA Best Practices
 -  be available to the
 - of users that can access the (to more users).
 - cess a transaction entered
4. **Specify how and when the enterprise has access to its own data and networks.** This includes how data and networks are to be managed and maintained throughout the duration of the SLA and transitioned back to the enterprise in case of exit/termination of service.
5. **Specify specific SLA infrastructure and requirements methodology:**
 - How the cloud service provider will monitor performance and report results to the enterprise.
 - When and how the enterprise, via an audit, is to confirm the performance of the cloud service provider.
6. **Provide for disaster recovery and continuity of operations planning and testing.** Include how and when the cloud service provider is to report such failures and outages to the enterprise. In addition, how the provider will re-mediate such situations and mitigate the risks of such problems from recurring.
7. **Describe any applicable exception criteria when the cloud provider's performance measures do not apply** (e.g., during scheduled maintenance or updates).
8. **Specify metrics the cloud provider must meet in order to show it is meeting the enterprise's security performance requirements for protecting data** (e.g., clearly define who has access to the data and the protections in place to protect the enterprise's data). Specify the security performance requirements that the service provider is to meet. This would include describing security performance metrics for protecting data, such as data reliability, data preservation, and data privacy. Clearly define the access rights of the cloud service provider and the enterprise as well as their respective responsibilities for securing the data, applications, and processes to meet all mandated requirements. Describe what would constitute a breach of security and how and when the service provider is to notify the enterprise when the requirements are not being met.



Job Description - Manager Outsourcing

Position Purpose

The Manager Outsourcing is responsible for managing relationships with outsourcing vendors, tracking Service Level Agreement performance of the vendors, reviewing and approving outsourcing invoices, and setting prices for all services that are charged-back to users. The manager develops and implements long and short range plans in support of IT business requirements and objectives, provides the focal point for division business arrangements and contractual issues, directs Information Technology's contract functions, and provides advice on contract risk.

Problems and Challenges

The app performance of the outsourcing vendors, Ma sourced operating environment. The e by Sarbanes-Oxley.

Ess



Principal Accountabilities

- ▶ Defines the operating policies and procedures that IT staff follow in dealing with all outsourcing vendors.
- ▶ Tracks Service Level Performance of all outsourcing vendors.
- ▶ Determines and effectuates accountability and identification of all IT contracts for outsourced goods and services.
- ▶ Maintains a control system to track the performance of individual outsourced processes contracts. This includes charges by the vendors and approvals for new services.
- ▶ Directs, motivates, delegates and empowers staff in the successful performance of their tasks and responsibilities while encouraging innovation.
- ▶ Directs and performs audits and status analysis to ensure the accuracy of records and adequacy of controls, implements corrective action as required.
- ▶ Screens for possible present or future utilization and directs and coordinates the termination of non-essential outsource contracts.
- ▶ Coordinates with management all bids and request for prices from vendors.
- ▶ Directs and authorizes the activation and termination of outsourcing contracts.
- ▶ Develops outsource IT short and long-range facility plans and coordinates IT personnel and equipment moves, office layouts, equipment and space requirements necessary to support contracts.
- ▶ Coordinates licensing and maintenance requirements within associated with all outsource agreements.
- ▶ Develops, prepares, reviews, and submits all direct outsource proposals in support of the enterprise.



What's New

Version 3.3

- ✚ Add job descriptions for Manager Outsourcing and Manager Vendor Management
- ✚ Updated to meet the latest security and compliance

Version 3.2

- ✚ Updated electronic forms
- ✚ Added Outsourcing Security Compliance Agreement
- ✚ Updated to meet latest compliance requirements
- ✚ Added Top 10 Cloud and Outsourcing SLA Best Practices

Version 3.1

- ✚ Added cloud-based file sharing to the outsourcing policy
- ✚ Updated to meet latest compliance requirements
- ✚ Added references to Cloud-based file-sharing services

Version 3.0

- ✚ Added electronic form for Outsourcing Security Policy Compliance
- ✚ Updated to meet all mandated compliance requirements

Version 2.2

- ✚ Updated policy to comply with ISO 27001 – Security Requirements
- ✚ Security Audit Program updated

Version 2.1

- ✚ Updated to Office 2007 CSS Style Sheet

Version 2.0

- ✚ Converted to Janco standard policy format
- ✚ Added Outsourcing Secure Information Policy Agreement Form
- ✚ Audit Program Added
- ✚ Office 2007 version Added

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